**Abimbola Temitope, Jolaogun**

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**PROFESSIONAL SUMMARY**

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Passionate and results-driven Customer Support Specialist with over five years of experience in sales and customer service. Committed to ensuring customers receive the support they need and a seamless service experience. Over the years, I have grown from a frontline agent to a specialist in customer support and success, consistently improving customer satisfaction and retention. Skilled in problem-solving, communication, and relationship management, with a strong dedication to delivering exceptional customer experiences.

**WORK HISTORY**

**Union Bank of Nigeria Oct 2019 – July 2020**

***Direct Sales Agent***

 Acquired and onboarded over **100 paying customers**, contributing to revenue growth and customer base expansion.

 Advocated for customers by ensuring a **seamless onboarding experience**, addressing concerns, and providing necessary guidance.

 Facilitated and secured loans for **30+ customers,** streamlining the process between clients and the bank for quick and hassle-free disbursement.

 Provided **personalized financial advisory services**, helping customers make informed decisions on banking products.

 Maintained a **90%+ customer retention rate** through excellent service delivery and proactive issue resolution.

 Consistently exceeded monthly sales targets, demonstrating strong negotiation and persuasive skills.

 Collaborated with internal teams to enhance customer experience and optimize banking solutions.

**HugoTechnologies July 2020 – March 2025**

***Customer Support Specialist***

 Resolved **95%+ of user complaints** within SLA, ensuring timely and effective solutions to enhance customer satisfaction.

 Supported **thousands of users** throughout their journey of purchasing classes on the **Outschool Inc.** platform, ensuring a **seamless and frictionless experience.**

 Provided onboarding support and mentorship to **junior colleagues,** accelerating their proficiency in company systems and customer service protocols.

 Expertly utilized **Intercom (omnichannel tool)** to manage customer interactions across chat, email, and help center, maintaining an **85%+ first-contact resolution rate.**

 Generated thousands of **FSA receipts** for parents, enabling them to claim their ***Student Aids funds*** efficiently.

 Delivered **actionable insights** to improve internal processes, contributing to a **10% increase in operational efficiency.**

 Maintained an **exceptional CSAT (Customer Satisfaction) score** by proactively identifying pain points and advocating for customer-centric solutions.

 Collaborated cross-functionally with product and engineering teams to troubleshoot recurring issues and enhance platform usability.

**SKILLS**

### **Customer Support & Service**

* Customer Relationship Management (CRM)
* Omni-channel Support (Intercom, Email, Live Chat)
* Customer Advocacy & Retention
* Issue Resolution & Escalation Management
* Service Level Agreement (SLA) Compliance

### **Sales & Business Development**

* Direct Sales & Client Acquisition
* Lead Conversion & Customer Onboarding
* Upselling & Cross-selling
* Loan Processing & Financial Advisory

### **Technical & Analytical Skills**

* Data-Driven Decision Making
* Process Improvement & Optimization
* Customer Insights & Feedback Analysis

### **Collaboration & Leadership**

* Team Mentorship & Training
* Cross-functional Collaboration
* Internal Process Enhancement

**EDUCATION**

**Federal University of Agriculture, Abeokuta 2011 - 2015**

***BSc in Chemistry***

***Class of 2015***

**REFERENCE**

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